

PARTS CURRICULUM IN DETAIL

Your people are your greatest asset—and developing them is the key to lasting success. HDA Truck Pride University was created to empower our members with high-quality, industry-specific training that grows knowledge, builds confidence, and drives performance. With expertly curated courses, curriculums, and resources, our platform transforms learning into a competitive advantage.

The Parts Specialist Curriculum provides a structured learning path for professionals who serve at the front line of the heavy-duty parts business. Each module builds essential knowledge of products, systems, and industry practices to support growth and performance. From foundational business practices to advanced vehicle systems, this program builds confidence, capability, and long-term career growth.

- Courses - Single piece of learning (containing videos, documentation and tests)
- Modules - Sections of learning topics that make up a curriculum
- Curriculums - Structured outline that guides a learner through a set learning path
- Channel Resources - Houses tip sheets, spec charts, etc. for 40+ topics.

The Person - Soft Skills

(Approx. 11 Hrs. 48 Mins.)

Module	Description	Skills	Timing
Module 01 - Welcome to HD Orientation	Introduction to the heavy duty industry for parts specialists.	<ul style="list-style-type: none">• Industry & Product Knowledge• Teamwork & Collaboration• Time Management• Workplace Safety	4H 34M
Module 02 - Basic Parts Business Introduction	Introduction to parts business for parts specialists.	<ul style="list-style-type: none">• Distribution & Supply Chain• Business Fundamentals• Financial Literacy• Retail Math	1H 16M

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Module	Description	Skills	Timing
Module 03 - Customer Service	This module covers customer service skills for parts specialists. Topics include communication and other general customer service skills.	<ul style="list-style-type: none"> • Telephone Etiquette • Effective Communication • Emotional Intelligence • Customer Service 	4H 25M
Module 04 - Sales Skills	Basic sales skills for parts specialists.	<ul style="list-style-type: none"> • Sales Strategy • Critical Thinking • Closing Techniques • Upselling & Cross-Selling • Value-Based Selling 	1H 33M

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The Basics

(Approx. 7 Hrs. 4 Mins.)

Module	Description	Skills	Timing
Module 05 - Basic Vehicle Systems Overview	An overview of basic vehicle systems for parts specialists.	<ul style="list-style-type: none"> • Commercial Vehicle Knowledge • Diesel Engine Fundamentals • Safety Awareness • Technical Literacy 	3H 42M
Module 06 - Part Identification	Hard skills for parts specialists. Topics include part identification.	<ul style="list-style-type: none"> • Fastener & Fitting Knowledge • Technical Reference • Industry Terminology • Measurements • Tool Proficiency 	3H 22M

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The Product - Chassis Systems

(Approx. 14 Hrs. 2 Mins.)

Module	Description	Skills	Timing
Module 07A - Basic Chassis Systems: Brakes and Wheel End	The first part of HDATP's Basic Chassis Systems Overview introduces parts specialists to chassis fundamentals, with emphasis on brakes and wheel end systems.	<ul style="list-style-type: none"> • Technical Maintenance • Brake System Knowledge • Component Identification • Safety & Compliance • Measurements 	9H 22M
Module 07B - Basic Chassis Systems: Air Systems	The second part of HDATP's Basic Chassis Systems Overview introduces parts specialists to key air system components and their role in chassis performance.	<ul style="list-style-type: none"> • Air & Brake System Knowledge • Technical Maintenance • Operational Understanding 	2H 18M
Module 07C - Basic Chassis Systems: Steering Systems	The third part of HDATP's Basic Chassis Systems Overview introduces parts specialists to the fundamentals of steering systems and their role in overall chassis performance.	<ul style="list-style-type: none"> • Steering System Knowledge • Component Identification • Technical Understanding 	10M
Module 07D - Basic Chassis Systems: Suspension Systems	The fourth part of HDATP's Basic Chassis Systems Overview introduces parts specialists to suspension systems, highlighting their function and importance in vehicle performance.	<ul style="list-style-type: none"> • Component Identification • Technical Maintenance • Steering System Knowledge • Measurements 	2H 12M

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The Product - Powertrain Systems

(Approx. 11 Hrs. 43 Mins.)

Module	Description	Skills	Timing
Module 08A - Powertrain Systems: Engine Systems	The first part of the Powertrain Systems Overview introduces parts specialists to the fundamentals of engine systems and their role within the powertrain.	<ul style="list-style-type: none"> • Diesel Engine Knowledge • Cooling System Understanding • Component Function • Filter & Filtration Expertise 	6H 25M
Module 08B - Powertrain Systems: Transmission Systems	The second part of the Powertrain Systems Overview introduces parts specialists to the fundamentals of transmission systems and their role within the powertrain.	<ul style="list-style-type: none"> • Manual Transmission Understanding • Clutch System Knowledge • Technical Maintenance • Component Identification 	3H 04M
Module 08C - Powertrain Systems: Axles	The third part of the Powertrain Systems Overview introduces parts specialists to axle systems and their role within the powertrain.	<ul style="list-style-type: none"> • Preventive Maintenance • Axle System Understanding • Differential Knowledge 	1H 07M
Module 08D - Powertrain Systems: Driveline Systems	The fourth part of the Powertrain Systems Overview introduces parts specialists to driveline systems and their role in vehicle operation.	<ul style="list-style-type: none"> • Component Identification • Measurement & Inspection • Driveline System Knowledge 	1H 07M

The Product - Electrical

(Approx. 6 Hrs. 25 Mins.)

Module	Description	Skills	Timing
Module 09 - Basic Electrical Systems	Introduces parts specialists to electrical systems and their key components.	<ul style="list-style-type: none">• Battery Knowledge & Maintenance• Starter & Alternator Expertise• Diagnostic & Testing• Circuit Protection	6H 25M

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The Product - Other Systems

(Approx. 10 Hrs. 10 Mins.)

Module	Description	Skills	Timing
Module 10 - Trailer and Body Systems	A general overview of trailer and body systems intended for parts specialists.	<ul style="list-style-type: none"> • Trailer Component Identification • Specialty Trailer Awareness • Trailer Knowledge • Load Securement 	1H 25M
Module 11 - HVAC Systems	Essential knowledge of HVAC systems through a comprehensive overview of key components and functions.	<ul style="list-style-type: none"> • HVAC System Knowledge • Air Conditioning Fundamentals • Component Awareness 	2H 34M
Module 12 - Vehicle Control Systems	Comprehensive overview of vehicle control systems, covering essential technologies like ABS, ESC, and ADAS."	<ul style="list-style-type: none"> • Advanced Driver Assistance Knowledge • Electronic Stability Control Understanding • ABS Fundamentals 	1H
Module 13 - Extra Systems	A general overview of extra systems intended for parts specialists. Topics include fasteners, hydraulic systems, hose making, and welding.	<ul style="list-style-type: none"> • Hydraulic System Knowledge • Maintenance & Repair • Equipment Operation • Welding Fundamentals 	5H 11M

Total Time: 61 Hrs. 12 Mins.

Total Courses: 188

Total Modules: 19